

Glossary

ACD

Automatic call distribution. Meridian IVR uses this feature to distribute calls to Meridian Mail voice channels.

AML

Application module link. This is the name for the CSL or ISDN/AP link.

API

Application programming interface.

Application Module Link

See AML.

application processor

A computer or workstation running Meridian IVR.

asynchronous transmission

Data transmission mode where each character is transmitted independently by using a start bit and stop bit to frame the bits representing the character.

Automatic call distribution

See ACD.

call ID

Unique call identifier. This is the unique identifier assigned to a call by the Meridian 1 switch and maintained throughout the entire duration of the call.

CAT

Channel allocation table.

channel

A telephone trunk within a cluster of APs.

CO

Central office.

CSL

Command and status link.

DN

Directory number.

DNIS

Directory number identification system. It is a service provided on a trunk. DNIS identifies to the called system the last three or four digits of the number actually dialed by the caller. The DNIS digits are sent as in-band DTMF tones on non-ISDN trunks, or using dial pulses on dial pulse (DIP) trunks. On ISDN PRA trunks, DNIS is carried in the called party IE field of the Q.931 setup message.

DTMF

Dual tone multiple frequency tones, known as touch tones. Applications can collect information from callers by having them press telephone keys to create DTMF tones.

GOS

Grade of service.

host

A networked computer that provides applications and services to other networked computers.

key code

Serial number used during Meridian IVR system software installation to load customer-ordered options.

keylock

Meridian IVR hardware security device.

mailbox

A directory that users can access through a voice channel to store and retrieve voice messages and voice prompts. Each mailbox has its own password.

Meridian 1

A telephone switch (usually owned by a larger organization or company) that allows efficient routing of calls among all of the telephone sets connected to it. These switches are connected to a public central office (CO) to have access to a public telephone network. They can also be connected directly to another Meridian 1 to be part of a private telephone network.

Meridian ACCESS

The software interface between the application module running Meridian IVR and Meridian Mail.

Meridian IVR software

A set of integrated programs that allow you to develop and execute IVR applications.

Meridian Mail

A comprehensive voice processing module that manages incoming and outgoing calls and provides user services for performing various voice messaging functions.

Meridian Mail Card Option

A Meridian Mail platform which is packed in a cabinet with the Meridian 1 Option 11 switch.

Meridian Mail GP

A Meridian Mail platform configured to address the non-Meridian 1 switch environment, for example, SL-100 and DMS Centrex.

Meridian Mail Modular Option

A Meridian Mail platform housed in Meridian 1 modular cabinets. The Meridian Mail Modular Option can be used with Meridian 1 systems 21, 21A, 51, 61, 71, and 81. It can also operate as a free-standing configuration.

Meridian Mail Modular Option EC

Enhanced capacity architecture for the Meridian Mail Modular Option platform.

Meridian Mail Options

A Meridian Mail platform housed in a vacant shelf or tier of a Meridian 1 MS, LE, N, NT, XL, XN, XT, ST, or RT. The connection to the Meridian 1 is fully digital.

MLHG

Multi-line hunt group.

MSM

Message Service Module. A Meridian Mail platform for DMS and SL-100 switches.

node

A grouping composed of an application processor connected to one or more APs.

prompt

A voice recording that helps lead a caller through an application.

SMDI

Simplified message desk interface.

session

A connection to a host as defined in the trs.conf file, representing a terminal connection.

SNA

Systems Network Architecture. An IBM protocol that defines how IBM computers (and any other computer that uses the SNA protocol) transmit and receive data. This protocol is also used by many other computer hardware and software manufacturers.

system administrator

A person who is responsible for configuring APs, installing and running IVR applications, managing prompts, and running reports.

Systems Network Architecture

See SNA.

user function

Customized “C” code compiled to create a UNIX process. A Meridian IVR application can access an external user function using the USER cell.

user-defined function

An individual “C” function within a user function. Each user function may have several user-defined functions bundled together. Which user-defined function is processed is determined by the specified function code.

usr

User function process. It is an essential Meridian IVR process that controls customer-written user functions.

VAD

A Value Added Developer who develops Meridian IVR applications.

Value Added Developer

See VAD.

voice channels

See channel.

voice message file

Meridian Mail voice mail messages are voice message files that are addressed and submitted to Meridian Mail for delivery.

voice segment file

A single file containing zero or more (up to 1000) voice segments. A voice segment (typically less than a minute in length) consists of recorded voice, a name, a title, and a text field usually used to store the script of the voice. By using the Voice Prompt Editor, you can create and modify voice segment files, record individual segments, and edit associated text fields. Different segments can be concatenated to form prompts. (Segments can be played using the PLAY, GDAT, PDAT, MENU, or HANG cell.)

Meridian IVR

Installation Guide

Customer Documentation
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